From: Gary Heine/=TMS/Toyota. Sent:9/18/2008 3:53 PM.

To: [-] Tom Steger/=TMS/Toyota@Toyota; Clayton Meyer/=TMS/Toyota@Toyota; Cole Stutz/=TMS/Toyota@Toyota; Andrew Curtin/=TMS/Toyota@Toyota; Mike Robinson/=Mobile/Toyota@Toyota; Jaime Angulo/=TMS/Toyota@Toyota; Craig Parker/=TMS/Toyota@Toyota; John Stover/=TMS/Toyota@Toyota; Tim Davis/=TMS/Toyota; Nobu Takeda/=TMS/Toyota@Toyota; Scott Stewart/=TMS/Toyota; Kirk Forsht/=TMS/Toyota@Toyota; Austin Fadel/=TMS/Toyota@Toyota.

Cc: [-]
Bcc: [-]

Subject: Fw: Toyota PQSS Executive Summary through September 13, 2008.

Regards, Gary Heine Quality Assurance Powertrain Manager Toyota Customer Services Division O- 310 468 2521 C- 310 977 0860 F- 310 381 7783

---- Forwarded by Gary Heine/TMS/Toyota on 09/18/2008 03:52 PM -----

"Colacurcio, Joe" <Joe.Colacurcio@nielsen.com> 09/18/2008 03:37 PM

To <greg bryan@toyota.com>, <gordon rush@toyota.com>

cc "Randy_Wagner@toyota.com" <'Randy_Wagner@toyota.com'>, "Jeff_Northrup@toyota.com"

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<Scott.Hamm@nielsen.com>

Subject Toyota PQSS Executive Summary through September 13, 2008

Hello,

Attached please find the Toyota Quality Executive Summary report reflecting data from August 31st, 2008 – September 13th, 2008. The reporting site (http://toyota.reports.buzzmetrics.com/main.asp) has also been updated with the latest information.

Toyota

4Runner Current Generation

§ Driver's Seat Problems

Avalon Current Generation

§ Tire Wear and Noise

Camry Current Generation

- · Transmission Shifts and TSB
- · Moonroof and Seatbelt Rattles
- · Fluctuating Volume from Rear Speakers
- · Vibrations Throughout Car
- Warped Front Rotors
- · Water Leak
- · Alignment Issue, Rough Ride

Camry Hybrid Overall

- · Trouble Starting
- · Paint Chips

Camry Solara Overall

Convertible Top Odor

Corolla Current Generation

- § JBL and Standard Stereo Issues
- § General 2009 Corolla Complaints
- § Paint Problems
- § Poor Braking Performance
- § Engine Knocking/Tapping Noise
- § Manual Transmission Issues/Questions
- § Interior Rattles

Matrix Current Generation

§ Heat Affects XM Satellite Radio Buttons

Prius Current Generation

- § Braking Problems
- § Vehicle Stuck in Park
- § Steering Problems
- § Starting Problems
- § Overheating in Traffic
- § MFD/Bluetooth Issues
- § Headlight Problems

Prius Previous Generation

§ HV/Traction Battery Failure

RAV4 Current Generation

§ Steering Clunk

RAV4 Current and Previous Generation

§ Unexpected Airbag Deployment

Sienna Current Generation

- § Sliding Door Problems
- § Air Conditioning Failures
- § 3.5L V6 Engine Noise/Knock
- § iPod/AUX Interference

Tacoma Current Generation

- · Manual Transmission/Clutch Problems
- · Engine Grinding/Ticking Noises
- · Vehicle "Surge"
- · Paint Problems

Tacoma Previous Generation

· Frame-Rust/Buy-Back

Tundra Current Generation

- § Wheel Paint and Numerous Problems
- § Poor Paint Quality
- § Transmission Shudder
- § 5.7L V8 Rocker Arm/Lifter Failure
- § Radio Problems

Tundra Previous Generation

§ Potential Rust Issues

Yaris Overall

· Passenger Seatbelt and Airbag Warning Lights

Lexus

ES 350 Overall

- · Paint Issues
- · Trunk Alignment

GS 300 Overall

- Interior Water Leak and TSB
- · Hesitation and Rough Shifting
- · Brakes Lock-Up Under Hard Braking

IS 350 Overall

- · Engine Noise Upon Start-Up, TSB
- Broken Brake Caliper

IS-F Overall

· Delayed Downshifts

RX 350 Overall

· Cruise Control Shifting Up and Down Hills

RX 400h Overall

- · Emissions Test Failure
- · iPhone and Parrot Bluetooth Car Kit Use

Scion

Scion xB Current Generation

- · Windshield Crack
- · Paint Chipping

Please let us know if you have any questions.

Thanks, Joe Colacurcio Senior Analyst, Automotive Nielsen Online

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